Military OneSource Overview

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Overview

- 24-hour worldwide service, every day
  - Telephone, Face to Face, Online
- Private
- No cost
- Solution-focused
- Objective, experienced, real people
- Extension of existing installation services

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Eligibility

- Active duty, Guard & Reserve (regardless of status)
- Family members
- Individual Ready Reserve (IRR)
- Installation helping agencies

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Military OneSource Program

One-Stop Shopping for Service Members and Family Members

Information and Referral to Military and Civilian Resources and Counseling Services*

Service Members, Family Members

Multiple Access Points

Online

Call Centers

Interaction with Outreach

Email

Fax, TTY/TDD, Postal

Military OneSource Call Center Operations *(24x7x365)*

Call Center – Arlington

Call Center – Philadelphia

Call Center – St. Petersburg

WWRC

JFRC

Spouse Career Counseling Call Center

Military OneSource Counseling Services** *(A Complement to DoD's MFLC Services)*

Face to Face Non-Medical Counseling – Short Term Solution Focus (STSF) Model

Online Counseling Services – STSF

Telephonic Counseling Services – STSF

Financial Counseling Services

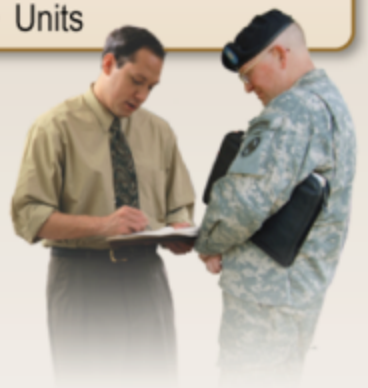
- Face to Face
- Telephonic
- Online

Health Coaching Services

Military OneSource Outreach Services

Relationship Managers – Support to:

- Commands
- Installations
- Units



JFSAP Consultants

* Resources coordinated with DoD and Service Branches

** All counseling services IAW currently established with DoD and Service Branch protocols

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Range of Support

Specialty Services

- Specialty Consultations
- Financial counseling
- Education (college & general)
- Spouse employment/ Career Advancement Account referrals
- Adoption
- Child care/nanny
- Special needs
- Health & Wellness
- Adult disability
- Elder care

Document translation

- Official documents
- Over 150 different languages
- Certified & notarized when needed

Simultaneous interpretation

- Over 170 languages
- Interpreter facilitates three-way call

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Short Term Solution Focused (STSF) – Face to Face Counseling

- Available in U.S., Puerto Rico, and the Virgin Islands
- Up to 12 non-medical consultations in the community with licensed counselors
- Affiliate Provider Network covers 100% of identified military installation and Guard/Reserve locations
- Short-term problem resolution
  - Family concerns
  - Grief counseling
  - Stress management
  - Adjusting to deployment or reunion
  - Couples concerns

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Short Term Solution Focused- Telephonic and Online- Consultations

- Up to 12 non-medical, scheduled, telephonic or online sessions with STSF trained mental health professionals
- Online sessions conducted in a secure online chat environment
- Issues: Adjustment to situational stressors, decision-making, stress management, communication, parenting skills
- Alternative support for OCONUS and remote locations

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Face-to-Face Financial Counseling

- Referrals for short-term, solution-focused financial counseling at no cost to the user
- Services provided by Certified Consumer Credit Counselors through the National Foundation for Credit Counseling (NFCC)
- Face-to-face consultations available within the United States for anyone eligible for Military OneSource services
- Telephonic consultations available *regardless of location*
- Consultations are typically 45 - 60 minutes long and held during regular business hours
- Up to 12 consultations per issue within a 12-

Healthy Habits Health Coaching

Telephonic and online coaching from an experienced, dedicated health coach

Weight Management (iCanChange)
Stress Management (iCanRelax)
Cardiovascular Health (iCanThrive)
Teen Weight (iCanAachieve)

- Toolkit with an educational workbook and other items provided
- Healthy Habits Website with online tools and educational materials
- Access program by completing online health assessment at www.MilitaryOneSource.com or calling to request enrollment
- Active Duty, National Guard and Reserve service members and their family members are eligible, regardless of activation status

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YMCA Memberships and Respite Child Care

- YMCA memberships for eligible military families and personnel with no access to nearby military facilities
- Available in the United States and Puerto Rico for Active Duty (Title 10) status personnel and their families
- Families in DoD approved states are eligible for respite child care of up to 16 hours per month, per child at YMCA facilities
- Membership to local fitness facilities (e.g. Gold's Gym/Bally's, etc) for independent duty, single, active duty personnel
- Call or visit www.MilitaryOneSource.com for complete eligibility requirements and registration information

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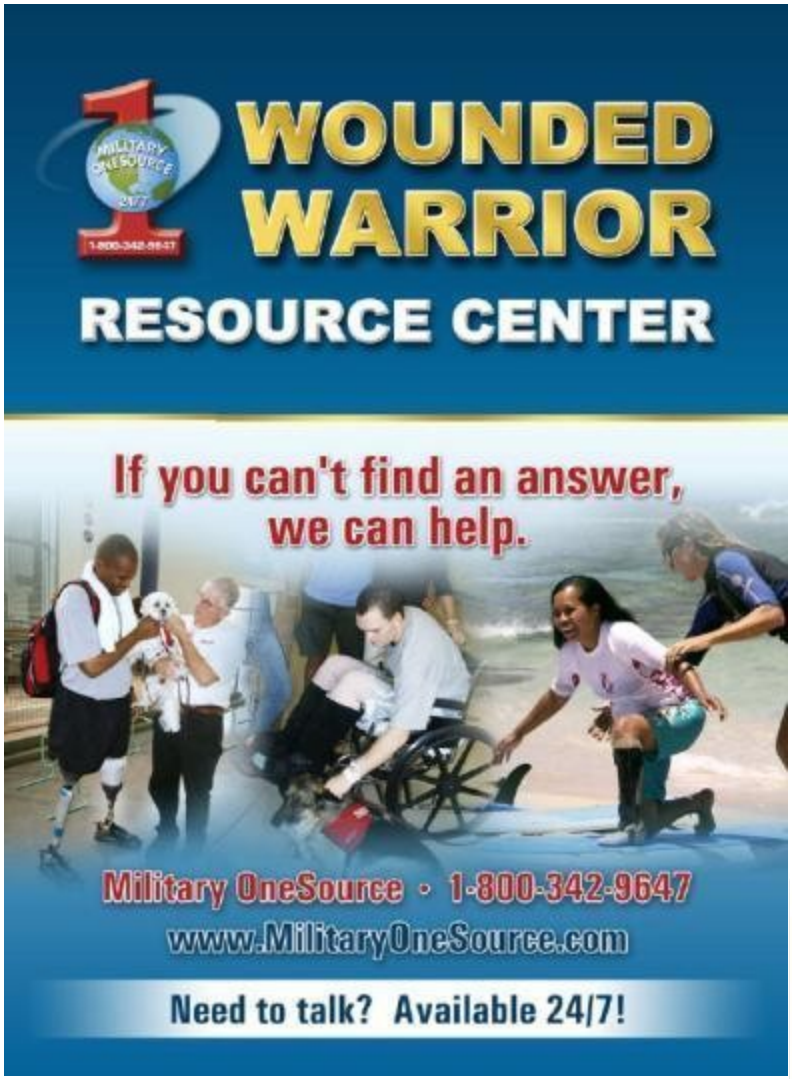
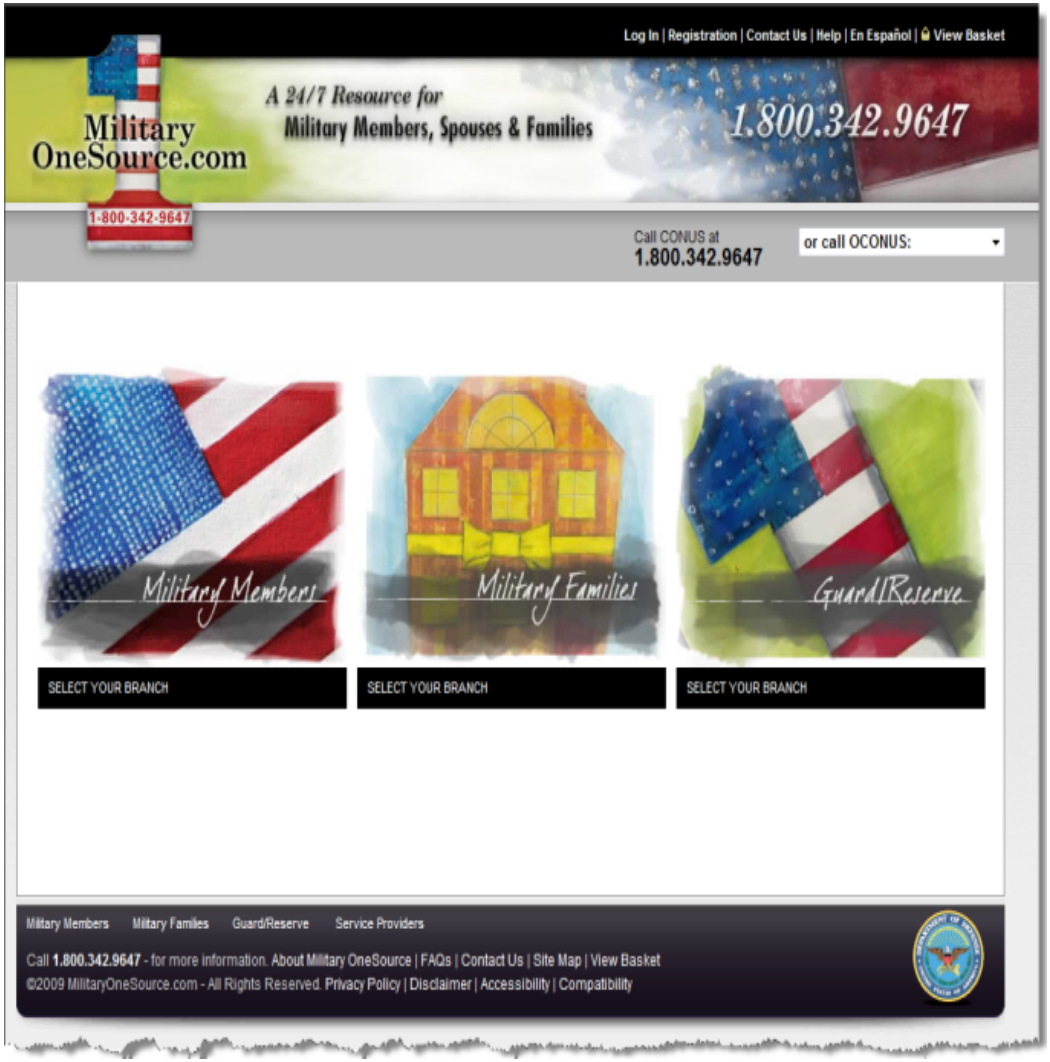
Wounded Warrior Resource Center

Wounded Warrior specialists provide personal assistance in many areas:

- Everyday issues such as counseling, child care, etc.
- Information on VA benefits and other entitlements
- Health care services
- Military facilities concerns



www.MilitaryOneSource.com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Military OneSource.com
A 24/7 Resource for
Military Members, Spouses & Families
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Call CONUS at
1.800.342.9647
or call OCONUS:
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Military Families
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- Email a Consultant
- Search & decision tools
- Online workshops
- Discussion boards
- Pod casts
- Self-assessment

tools & quizzes

- Educational materials
- Military resource links

DoD Library

- Online Library Resources
- Links to electronic databases,
- e-books, and audio books.
- Electronic books
- TumbleReadables
- Prep for standardized tests -- SAT, ACT, GRE, and CLEP
- Customized college and distance-learning searches
- Home Improvement Center
- Auto Repair Reference Center
- Playaway Books
- Paperback Books

Library Resources
Military OneSource provides library resources available at no charge to service members and their families – a particularly helpful benefit for Guard and Reserve members and their families who may not have access to installation libraries.
Online Library Resources
The Military OneSource Online Library Resources are links to electronic databases, e-books, and audio books. Access our diverse list of resources by logging into the Military OneSource Web site and going to our Online Library Resources page.
Enjoy access 24/7 to these databases and books from the comfort of your home. We have something for everyone--including Tumblebooks, "how-to" home improvement books, standardized test prep, and more!
Visit the Online Library Resources
Playaway Books
Due to popular demand and a limited supply, titles can not be guaranteed to be available in the future. Orders are limited to one copy per title. We encourage you to share the books after you have finished them with other military families.
Playaway books are the newest format of audio book. A Playaway book weighs two ounces and comes with earbuds and a battery. Playaways are approximately the size of a business card (3.25 inches long by 2 inches wide, by 0.5 inch deep). When you receive your Playaway, all you have to do is press "play" to start listening to your book. Its portability allows you to enjoy your favorite authors and titles on-the-go, whenever and wherever.
Non-fiction
Paperback Books
Due to popular demand and a limited supply, titles can not be guaranteed to be available in the future. Orders are limited to one copy per title. We encourage you to share the books after you have finished them with other military families.

TroopTube

TroopTube
sign in | sign up | upload | help
HOME
ALL VIDEOS
FEATURED VIDEOS
CONTACT US
Search
UPLOAD
Welcome to TroopTube by Military OneSource
TroopTube is the new online video site designed to help military families connect and keep in touch while miles apart. The site is designed for easy use, so you can quickly upload videos and share the simple joys of each day with each other. Sign up today and begin sharing videos by clicking here. Already have a TroopTube account? Sign in here.
Mother's Day is May 10!
SAY "HI MOM!"
by uploading a video for her on TroopTube.
Military OneSource is an authorized Department of Defense program for Active Duty, Guard, Reserve and their families.
Sign In
not registered?
USERNAME:
PASSWORD:
Remember Me
Sign in
forgot username?
forgot password?
MICHELLE OBAMA is
BURSTING WITH PRIDE
VIEW FIRST LADY SUPPORTING MILITARY FAMILIES
Military OneSource.com
A 24/7 Resource for Military Members, Spouses & Families
Videos of the Day
MSA Day Video
Why do I appreciate my wife? Because she is MY Strength.
2009 Month of the Military Child
A motion-controlled photo montage of military families. The PSA recognizes and celebrates military dependents during Month of the Military Child (April 2009). The PSA aired worldwide on AFN. (producer: Brandon Tanori)
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© Copyright 2008 TroopTube by Military OneSource
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TroopTube
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Military OneSource

- Web site where users can share videos privately with family members or publicly with the larger community
- Content is created *by* troops and their families *for* troops and their families

  www.trooptube.tv/videos/158
  www.trooptube.tv/videos/567
- All videos are screened before posting to ensure they are appropriate

Educational Materials

- Varied topics
- Varied formats
  - Articles
  - Booklets
  - Audio
- Varied access to content
  - Download audio and print online
  - Order materials online for home delivery
  - Call a consultant

Being a Dad
Talking with Children about Violence and War
On your own
A guide to work and life in the real world
These Boots
A spouse's guide to stepping up and standing tall during deployment
COMING HOME
What to expect, how to deal when you return from combat
Personal Finance for Everyone
talk, listen, connect

Special Promotion - Hero Helpers

- Viral marketing program to increase awareness of Military OneSource
- Aimed at those in the military community with high networking potential, who frequently come in contact with people eligible to use Military OneSource
- Register and order free kit at:
  - www.militaryonesource.com/HeroHelpers

What is in the Hero Helper Kit?

- Bags
- Pens
- Educational DVDs
- Mouse Pads
- Flash Drive/CD
- Flyers
- Lanyards
- Magnets

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Commitment to Quality

- Ease of access to Military OneSource
- Phones are answered live… 24 hours a day, 7 days a week, 365 days a year
- Follow-up as mutually agreed upon
- Customer satisfaction surveys
- Customer recovery

Call or visit online!

- United States: 1-800-342-9647
- Overseas: 800-3429-6477

  Access codes can be found online
- Overseas collect: 484-530-5908

  Contact an international operator first
- www.militaryonesource.com

  ***** Service Provider Support

  Call Military OneSource and ask to speak to your Regional Relationship Manager

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Joint Family Support Assistance Program

Background

FY-07 Defense Authorization Act, Sec. 675, required the DoD to implement a Joint Family Support Assistance Program for families of members of the Armed Forces to provide:

- Financial and material assistance
- Mobile support services
- Sponsorship of volunteers and family support professionals for the delivery of support services
- Coordination of family assistance programs and activities provided by *Military OneSource*, Military Family Life Consultants, counselors, the DoD, other federal agencies, state and local agencies, and non-profit entities

Key Features_

JFSAP partners with military, state, and local resources to:

- Assess needs
- Identify resources & address gaps
- Enhance/build community capacity
  - Facilitate an integrated service delivery system and a community of support and outreach for military families
- Provide outreach to families to inform them about available resources

Partnerships

- National Guard Bureau
- RA Joint Deployment Support and Reintegration Office (YRRP)
- Services & Reserve Components
- Military OneSource
- Military Family Life Consultant Program
- American Red Cross
- Military Child Education Coalition
- Zero To Three
  - Coming Together Around Military Families
- 4-H
  - Operation Military Kids

STATE JFSAP TEAMS RESULTS
1 NOV 07 – 31 Mar 2009

- Provided services to 567,113 members and families during 23,956 contacts.

- Conducted 24,063 outreach visits to state, local, and non-profit organizations to collaborate & integrate resources on behalf of members/families